

May 16, 2017

FOR YOUR INFORMATION

To: Mayor and Members of City Council
From: Harry Black, City Manager
Subject: Motorola Radio Update

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Attached is a status update on the ongoing project to improve the functionality of the Cincinnati Police Department's (CPD) radios.

CPD is in the process of finalizing the field testing evaluation, which will enable a configuration of radio settings. The new configuration will then be implemented on all radios by the contractor, Motorola, who has been a responsive partner.

The reliable functionality of these radios represents an absolutely critical first responder tool and one that demands our continued high priority.

Attachment

cc: Eliot K. Isaac, Police Chief

Date: May 15, 2017

FOR YOUR INFORMATION

To: Harry Black, City Manager

From: Colonel Eliot K. Isaac, Police Chief



Subject: **Motorola Radio and Microphone Status Report**

The purpose of this memo is to provide an update of the Motorola Radio and Microphone system performance since our last status report on December 22, 2016. An internal working group consisting of representatives from the Emergency Communications Section (ECS), Enterprise Technology Solution (ETS), and the CPD Patrol Administration has been established to monitor and evaluate the progress of radio system performance. It is important to note that this has been a continuous process in order to obtain optimum performance of the radios.

Update on the Motorola Radio Tests

- Since the last status report, an internal working group has been reviewing feedback from officers to compile the necessary changes needed for CPD's radio programming in order to provide clear direction to Motorola.
- April 12, 2017 – ECS, ETS, and Patrol Administration staff met with representatives from Motorola Solutions (Motorola) and MobilCom to discuss radio configurations and issues related to reprogramming.
- City personnel provided Motorola with the template for our desired volume control settings and a radio code plug.
- Motorola replaced the microphones for all users, with a higher tier/more advanced model. To further test radio capabilities, 80 officers received radios with new programming on April 17, 2017 in order to conduct field testing. The field testing was conducted by 80 officers throughout the department from each district, the Central Business Section, the Traffic Unit, Youth Services, Real Time Crime, Special Investigations, etc.
- Officers who were field testing the radios were provided the means to immediately document any problems using the "Radio Incident Report Form", which is accessible on the Mobile Data Computers (MDC). When submitted, the form was automatically routed to a Motorola representative for review and correction. Results thus far have been positive, but CPD is encouraging officers to continue providing additional feedback.

Field Tests

- May 4, 2017 – ECS staff completed a second round of radio field testing to replicate the field testing done previously with radios at various locations throughout the city. This included broadcasting while walking, running, and driving with the car windows open and closed.
- May 6, 2017 – Field testing of the radios concluded.

- On May 8, 2017, City personnel again met with Motorola and MobilCom representatives to discuss the outcome of the testing.
- Although the initial feedback suggested this programming was an improvement, CPD is still in the process of evaluating the responses from the testing participants. Once CPD is satisfied that these issues have been resolved, we will authorize reprogramming the remainder of the radio fleet.
- Once field testing is completed to the Department's satisfaction and programming finalized, MobilCom will begin reprogramming and auto-tuning the remaining Department-owned radios.

City Personnel will continue working closely with Motorola Solutions and MobilCom to identify and resolve any outstanding issues related to the radio system performance. We will aggressively work to optimize audio and functionality capabilities with the new microphones and reprogramming of the remaining radios.

We will continue monitoring progress and will provide regular updates.